



California Department of
Consumer Affairs

www.dca.ca.gov

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

PERSONNEL SUPERVISOR I

PROMOTIONAL EXAMINATION

Salary Range: \$3418 to \$4155

Final Filing Date: January 29, 2004

WHO MAY APPLY	Applicants must have a permanent civil service appointment with the Department of Consumer Affairs or meet the provisions of the State Personnel Board Rules 234 or 235 by the final filing date in order to take this examination (applicants who qualify under Government Code Sections 18990 and 18992 may also apply).	
HOW TO APPLY	<p>This is a promotional exam for the Department of Consumer Affairs. Please submit an application (STD 678) to the address indicated below. DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.</p> <p>NOTE: All applications must include: “to” and “from” dates (month/day/year); time base; and civil service class titles. Applications received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application, Form STD 678.</p> <p>NOTE: The Department of Consumer Affairs’ Selection Services Unit and/or the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.</p>	
WHERE TO APPLY	<p>MAIL TO:</p> <p>Department of Consumer Affairs Attn: Selection Services (M. Gomez) P.O. Box 980428 West Sacramento, CA 95798-0428</p>	<p>FILE IN PERSON:</p> <p>Department of Consumer Affairs Attn: Selection Services (M. Gomez) 400 R Street, Suite 2000 Sacramento, CA 95814</p>
SPECIAL TESTING	If you have a disability and need special testing arrangements, mark “yes” on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunication Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.	
FINAL FILE DATE	January 29, 2004. Applications must be POSTMARKED no later than the final filing date. Applications postmarked, personally delivered or delivered via interagency mail after the final filing date will not be accepted.	
QUALIFICATIONS APPRAISAL PANEL	<p>It is anticipated that a Qualifications Appraisal Panel Interview will be scheduled during the month of March 2004.</p> <p>NOTE: Oral interviews will consist of a pre-interview exercise, followed by a series of job-related questions designed to measure responses competitively. The panel will only take into consideration the responses to those questions.</p>	
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	All applicants must meet the experience requirements for this examination by January 29, 2004 . Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as “Either” I, “or” II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.	
MINIMUM QUALIFICATIONS	One year of experience in the California state service performing the duties of a Personnel Specialist, Range D, Senior Personnel Specialist, or Personnel Services Supervisor I.	
ADDITIONAL DESIRABLE QUALIFICATIONS	Familiarity with automated systems.	
DEFINITION OF TERMS	The words “performing the duties of...” means the applicant must have the amount of experience in State service in the class (or on a T&D to the class) of a Personnel Specialist, Range D, Senior Personnel Specialist, or Personnel Services Supervisor I.	
POSITION STATEMENT	<p>This is the first supervisory level in the series and incumbents are responsible for one or more personnel transactions programs. Under general supervision, incumbents supervise a staff of Personnel Specialists performing personnel/payroll transactions functions. There may be functional supervision of lower-level Personnel Specialists in geographically separated locations. Incumbents develop and provide training and technical assistance to internal and departmental staff.</p> <p>Positions exist in Sacramento with the Department of Consumer Affairs.</p>	
EXAMINATION INFORMATION	<p>A competitor may be tested only once during any testing period. The testing period for this is 12 months. This examination will consist of a pre-interview exercise followed by a qualifications appraisal interview.</p> <p>If conditions warrant, this examination may consist of an evaluation of each candidate’s experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his or her application. List all experience relevant to the “Requirements for Admittance to the Examination” shown on the announcement. Supplementary information will be accepted, but read the “Requirements for Admittance to the Examination” carefully to see what kind of information will be useful to the staff doing the evaluation.</p> <p>In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.</p>	

SEE REVERSE FOR ADDITIONAL INFORMATION

EXAM SCOPE In addition to evaluating the competitor’s relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively relative to job demands, each competitor’s:

QUALIFICATIONS APPRAISEL PANEL INTERVIEW - 100%

Knowledge of:

- 1. Current office methods, procedures, equipment, and basic math principles.
- 2. Laws, rules, regulations, and bargaining contract provisions affecting personnel record keeping, personnel transactions, payroll, and certification processes used in State departments.
- 3. A Supervisor’s responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.

Ability to:

- 1. Think logically, multitask, and apply laws, rules, regulations, and bargaining contract provisions concerning personnel transactions.
- 2. Independently interpret and use reference material.
- 3. Give and follow directions.
- 4. Gather data.
- 5. Design and prepare tables, spreadsheets, and charts.
- 6. Advise employees of their rights.
- 7. Consult with supervisors on alternative actions which they may take on various transaction situations.
- 8. Communicate effectively.
- 9. Operate a computer keyboard/terminal.
- 10. Establish and maintain cooperative working relations with those contacted during the course of the work.
- 11. Organize and prioritize work.
- 12. Create/draft correspondence.
- 13. Maintain personnel records.
- 14. Represent the department on intra/interdepartmental teams.
- 15. Coordinate a variety of personnel/payroll transactions.
- 16. Research critical transactions and recommend alternative solutions.
- 17. Plan, organize, direct, and evaluate the work of subordinate staff.
- 18. Analyze work processes, evaluate suggestions, and develop and implement effective courses of action.
- 19. Effectively present ideas and recommendations.
- 20. Develop subordinate staff and assess training and developmental needs.
- 21. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

ELIGIBLE LIST INFORMATION A promotional list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change.

VETERANS PREFERENCE POINTS Veterans preference credit is not granted in promotional exams.

GENERAL INFORMATION

It is the candidate’s responsibility to contact the Department of Consumer Affairs’ Selection Services Unit at (916) 327-4967 three weeks after the final file date if a progress note is not received.

If a notice of oral interview or performance test fails to reach the competitor prior to the interview date due to a verified postal error, the competitor may be rescheduled upon written notice.

Applications are available at State Personnel Board offices, local Employment Development Department offices, the Department noted on the front of this bulletin and at www.spb.ca.gov.

If you meet the requirements to participate in this examination, you will be scheduled to participate in a competitive test in which your performance is compared with other competitors in the exam. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the exam or placement on the employment list.

Examination Locations: Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

Employment lists: Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

Veterans Preference: California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans and spouses of 100%-disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference is on the Veterans Preference Application form that is available from State Personnel Board offices or written test proctors.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 units of college-level work; 3) certification from the State Department of Education, a local school board, high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board rules 233, 234, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at department personnel offices or at the Information Counter of State Personnel Board offices.